




## *Our Healthy Home*



# We strive to touch the hearts and heal the wounds of our warriors

The VA Northern California Health Care System provided care for **95,203** Veterans in 2015. This is an increase of nearly **4,000** Veterans, compared with 2014. We believe that each of the Veterans who sought and received care from our health care system is a valued patient with real health care needs. Although the majority of our patients are from the Vietnam era, **1 in 10 Veterans** who used our health care system last year was a new Veteran from the conflicts in Iraq and Afghanistan. We serve patients who range in age from 19 to 102 years old.

We provide care for our Veterans at 11 different clinics from Oakland to Yreka. Additionally, in 2015, our programs allowed us to provide care to, on average, **750 Veterans per day** in their own homes.

Our goal is to engage each Veteran as a unique individual and to provide personal, proactive, patient-centered care. We had **1.2 million outpatient** encounters and nearly **7,000 hospital admissions** in 2015, and each one of those was with a valued person—a Veteran who served and defended our country and our freedom. We get to serve those who served. We are glad that we are able to serve a growing patient population, but what we really want is to make a lasting difference in the individual lives of our Veteran patients.







NUMBER OF VETERANS  
WE PROVIDED CARE FOR

**95,203**

1 IN 10 NEW VETERANS IS FROM  
CONFLICTS IN IRAQ & AFGHANISTAN



NUMBER OF VETERANS PER DAY  
WE PROVIDED AT-HOME CARE FOR

**750**

As you read this report, you will see that ours is a healthy home. We have served many, the organization is growing in size, and we are attracting more Veterans. Our goal moving forward is to ensure that every Veteran who walks through our doors—all 95,000+ of you!—feels honored, gets treated with respect, has a voice in health care decisions, and leaves feeling uniquely cared for.

NUMBER OF  
OUTPATIENT  
ENCOUNTERS

**1.0 M**

NUMBER OF  
HOSPITAL  
ADMISSIONS

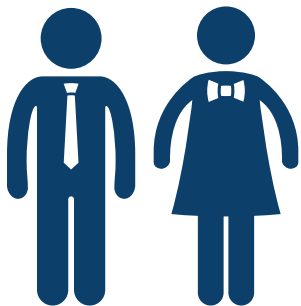
**7,000**



NUMBERS FROM  
FY 2015

# FINANCIAL SNAPSHOT AND

## WORKFORCE

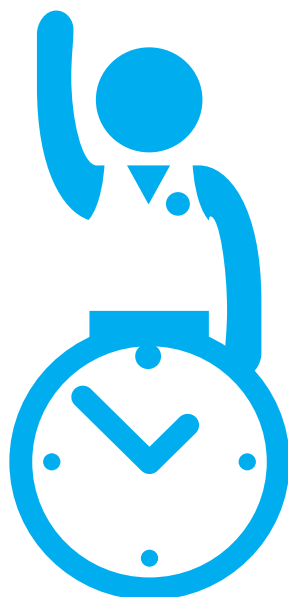


Made up of **3,713** employees, of which **1,263** are Veterans



Staffed by **1,061** clinicians, composed of **416** physicians and **645** nurses

In 2015, our **1,585** VA volunteers donated more than **112,696** hours of their time to Veterans programs and received **\$423,993** in donations



## WORKLOAD



Outpatient Visits **1,077,687**



Prescriptions Filled **1,869,219**



Surgical Procedures **7,889**



Veterans Served **95,203**



Bed Days of Care **58,923**



Emergency Dept. Urgent Care Visits **44,379**

More than **990** homeless Veterans have been placed in permanent housing



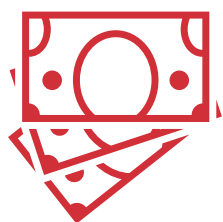
Women Veterans accounted for **12,212** patients in 2015



# SERVICES BY THE NUMBERS

Operational Budget: **\$751,140,216**

	<b>LAND &amp; STRUCTURE</b>			<b>EQUIPMENT</b>	<b>\$16,977,721</b>
	VACAA-Funded NRM Projects	\$7,770,940			
	VISN/Station-Funded NRM Projects	\$9,922,820			
	<b>MEDICATION</b>			<b>SALARY &amp; BENEFITS</b>	<b>\$363,791,183</b>
	Hepatitis C	\$22,900,543			
	All Other Medications	\$27,735,585			
	<b>CONSOLIDATED MAIL-OUT PHARMACY</b>	<b>\$37,975,279</b>		<b>ALL OTHER</b>	<b>\$387,349,033</b>



**VA Research Budget:**  
**\$4,619,316**

Total research expenditures were **\$5.3** million, funded by VA, NIH, DOD, EBIRE, and others



**47** Principal Investigators



**Research Investigations**  
**89** Active Studies

**UCDAVIS**  
UNIVERSITY OF CALIFORNIA

**Partnership**



Projects range from...



Bench Basic  
Laboratory  
Research

Patient-focused clinical trials of investigational new devices



Studies of health care policy, finance & delivery systems

NUMBERS FROM  
**FY 2015**

## BETTER TECHNOLOGY, BETTER COMMUNICATION

We provide technology and communication tools—like MyHealthVet—to empower our Veterans.



**79%**

Veteran Population Using MyHealthVet to check labs, talk to their doctor, and order medication

**78,663**

Number of Secure Messages

**24,708**

eConsults

**143,568**

Telephone Appointments

**6,827**

Patients Served by Telehealth

## Thriving Together—VA and David Grant Medical Center Partnership



Growth and Medical Complexity Has Increased 400% Since 2008



Dialysis Provides Chronic Service to 65 Veterans



More than 250 Veterans Receive Cancer Treatment Each Year\*



Cardiothoracic/Vascular Surgery Provides Life-Saving Services



Neurosurgery Performs More Than 20 Cases per Month



More Than 550 Veterans Received Orthopedic Surgery FYs 2013–2015

\*Radiation Oncology has provided cancer treatment to more than 250 Veterans per year for the past five years.



# BUILDING OUR HEALTHY HOME

We strive to be more than just a hospital—we're your second home.

VA Northern California Health Care System has one of the most successful minor construction programs in the nation, totaling **\$420 million** in projects to expand services for our Veterans at several of our 11 sites of care. Here are a few of our expansion projects.



A new 16-bed Inpatient Behavioral Health unit opened at the Sacramento VA Medical Center in April 2015.



The Sacramento VA Medical Center purchased a Siemens Symbia T2 and T6 SPECT•CT. The Symbia T Series SPECT•CT expands the role of nuclear medicine into routine medical procedures.



Expansion of the CLC for inpatient dialysis at Martinez. The new mental health building opened April 2016 in Martinez.



Began work on the replacement of leased clinics in Redding and Chico. Both clinics are scheduled to open by 2019.



Construction is underway for the New VA Outpatient Clinic, VBA and Columbarium in Alameda, which will replace the Oakland clinic. Construction to be finalized in 2020.



Opening of the new Emergency expansion at the Sacramento VA Medical Center in March 2016.



On November 9, 2015, the Sacramento VA Medical Center's Enrollment & Eligibility office moved to the entrance of Building 650. Just turn right upon entering the building to see the new office.



Veterans facing challenges may now use their hands to grow vegetables and flowers. The Therapy Garden at McClellan allows Veterans to focus on positive healing. Garden built in 2015.



# Your Health, Your VA

**Our goal is for staff to focus on delivering personalized Health to our Veterans in an environment as close to Home as possible**

## Strategic Plan

### Our

We want every employee to own the process, be accountable, and be dedicated in delivering care to our Veterans.

### Healthy

We want to be more than a provider of health care, we want to be your health partners, to meet our Veterans' personal health goals and support them through their journey.

### Home

"Home is where the hearts is." We hope to be that for our Veterans, creating seamless systems for Veterans to get care wherever it meets their needs and in a safe and welcoming environment.

## Our Team

## Facts to Know

- We are the 13th largest VA health care system in the country.
- Our patient growth is above the national average.
- FY 2015 hiring report-out: 183 VACAA hires, 444.6 new full-time employees for end of year.
- In April 2016, more than 96% of our appointments were in 30 days or less.

## Value Streams

### What are Value Streams?

Value streams are areas of the health care system that we want to improve and focus more of our resources towards.

**Goal One:** Improve access to care for our Veterans.

**Goal Two:** Improve the Veteran's experience to ensure our Veterans feel honored and respected during all interactions.



**David Stockwell**  
Director

**Dawn B. Erckenbrack**  
Associate Director

**William T. Cahill, MD**  
Chief of Staff

**Kathryn K. Bucher**  
Associate Director,  
Patient Care Services/  
Nurse Executive

**Anthony Albanese**  
Deputy Chief of Staff

Note: Throughout this report, data may vary based on source material from the VSSC Report.